
Hamilton County WWTa Standard Response for the PSLP Emergency Issues Received by the Staff of the WWTa

Phone Call Received:

Q: I am having a sewer problem; will the WWTa send someone out?

A: No, I am sorry you will need to call a plumber, but the problem with your service line may be caused by an issue that would be addressed by our Private Service Lateral Program, or PSLP. If you have a plumber that you normally use, I would be happy to see if they are a part of our program.

Q: So, can I contract any plumber to evaluate my problem?

A: Yes, you may contract any plumber you like, but, if the problem with your service lateral falls under the PSLP, you will need to use a Master Plumber approved to work in the Hamilton County WWTa PSLP. However, if you choose not to contract a prequalified Master Plumber, you will be responsible for paying your plumber. The plumbers that have been approved to participate in the PSLP will know to contact the WWTa for an inspector to meet them at the site. The plumber will ask you to sign a Consent Form and they will perform an initial inspection of your sewer service lateral. If the problem with your service line falls under the PSLP, the plumber will then repair or replace if necessary. We will then have our evaluator to review and test your service line for records.

Q: Will I have to negotiate what work my plumber will perform?

A: Not if the problem with your service line falls under the PSLP and you are using a plumber that has qualified and been approved for our program. The Master Plumbers of the PSLP have agreed to the WWTa standard cost.

Q: If the plumber I wish to use has not qualified and been approved for the WWTa PSLP, am I able to negotiate what work my plumber will perform?

A: Yes; however, the WWTa will not cover the cost or reimburse you.

Q: If I negotiate and I pay my plumber, will I still be charged the \$8.00 per month PSLP fee?

A: Yes, the initial inspection and/or the repair and the replacement of your service lateral are only a part of the PSLP. The WWTa will still need to complete the evaluation audit of your service lateral for our records.

Q: Can you give me a qualified and approved Master Plumber to contact?

A: Yes, I will see who is next on the list or you may chose by going to the WWTa website for the list of Master Plumbers approved for the PSLP